

City of Detroit

CITY COUNCIL

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TO: COUNCILMEMBERS

FROM: Irvin Corley, Jr., Director *IC*
Derrick Headd, Fiscal Staff Analyst *DH*

DATE: July 27, 2007

RE: Delinquent Water Bill **(Regarding line Item 68)**

On June 19, 2007, Councilmember Watson asked the Fiscal Analysis Division to meet with Mr. Leon Henderson in regard to his dispute over a delinquent water bill at 8883 Prevost. Mr. Henderson stated to Council that he had not received credit for past payments on his water bill.

Upon reviewing his account chronology, we determined that in fact Mr. Henderson had received credits for his payments and had an exemplary payment history. We discovered the problem over Mr. Henderson's bill stemmed from discrepancies in his billing for the estimated billing period of January 22, 2002 and the actual billing of February 6, 2002. During these periods, the Prevost address was billed for 2357 units and 1,018 units respectively. This is more than 33 and 14 times the highest bills issued up to the year 2000.

According to the DWSG's account chronology comments section for 8883 Prevost, a field investigation revealed that the meter was obstructed and the January bill was cancelled on February 7, 2002. The February 6, 2002 billing, however, was not changed and that amount was still in dispute. We recommended that DWSD take a second look at this account and review the February 6, 2002 billing. Subsequently, the water service has been restored.

In the meantime Mr. Henderson has contacted our office several times over several other ongoing issues involving DWSG and the Prevost address. It is our opinion that at this point, Mr. Henderson ongoing constituent needs would be better served by the advocacy, and expertise of the Ombudsman's Office. We have relayed and explained our position to Mr. Henderson by phone this week and he concurs. **Therefore, we respectfully request that Mr. Henderson's concerns that relate to 8883 Prevost and DWSD be referred to the Ombudsman as a constituent issue.**

Please contact us if we can be of any further assistance.

cc: Council Divisions
Auditor General's Office
Durene L. Brown, City Ombudsman
Roger Short, Chief Financial Officer, Finance Department
Kandia Milton, Mayor's Office

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